

Appl. No. 10/055,400  
Amdt. dated June 21, 2005  
Reply to Office action of March 21, 2005

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1. (Currently amended) A method of ~~entering service requests in a help desk software system, the method comprising:~~  
using a web browser to select a service request from a set of predefined service requests; and  
creating a case for the service request in the a help desk software system.
2. (Currently amended) The method of ~~entering service requests in a help desk software system as defined in claim 1 further comprising, before the creating a case step, seeking an approval for the service request by way of a web based approval system.~~
3. (Currently amended) The method of ~~entering service requests in a help desk software system as defined in claim 2 wherein seeking an approval for the service request by way of a web based approval system further comprises:~~  
sending electronic mail to a person responsible for approval of the service request, the electronic mail comprising a link to a web based approval system;  
selecting one of approval or denial of the request from the web based approval system; and  
creating a case for the service request in the help desk software system only if the service request is approved.
4. (Currently amended) The method of ~~entering service requests in a help desk software system as defined in claim 1 wherein using a web browser to select a service request from a set of predefined service requests further comprises selecting the service request from the set of predefined service requests using an online shopping cart system.~~

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5. (Currently amended) A computer system ~~for entry of a service request into a help-desk software program, the computer system having software components~~ comprising:

a web based user interface component, and wherein the web based user interface component allows a user to select ~~the a~~ service request from a list of predefined service requests;

an approval component in data communication with the user interface component, the approval component seeks approval for the service request if required;

a help-desk software program that tracks service requests; and

a help-desk interface component in data communication with the approval component and the help-desk software program, the help-desk interface component creates cases in the help-desk software program.

6. (Currently amended) The computer system as defined in claim 5 wherein the web based user interface component ~~is further adapted to allow~~ allows a user to interactively select and hold service requests from a list of predefined service requests for prospective submission

7. (Currently amended) The computer system as defined in claim 5 wherein the approval component ~~is further adapted to seek~~ seeks approval for the service request electronically.

8. (Cancelled).

9. (Currently amended) ~~In a help-desk software environment for tracking service requests, a~~ A method of entering a service request comprising:

accessing a predefined list of available services by way of an internet browser program;

choosing a first service request from the predefined service list of available services;

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choosing a second service request from the predefined service list of available services; and

creating a case for each of the first and second service requests in the help-desk software.

10. (Currently amended) The method of entering a service request as defined in claim 9 further comprising, before the creating a case step, seeking an approval of at least one of the first and second service requests by way of a web based approval system.

11. (Currently amended) The method of entering a service request as defined in claim 10 wherein seeking an approval of at least one of the first and second service requests by way of a web based approval system further comprises:

sending electronic mail to a person responsible for approval of the first service request, the electronic mail comprising a link to the web based approval system; and

selecting one of approval or denial of the first request from the web based approval system.

12. (Currently amended) The method of entering a service request as defined in claim 11 wherein creating a case for each of the first and second service requests further comprises creating a case for the first service request in the help-desk software system only if the first service request is approved in the selecting step.

13. (Currently amended) The method of entering a service request as defined in claim 12 wherein seeking an approval at least one of the first and second service requests by way of a web based approval system further comprises:

sending electronic mail to a person responsible for approval of the second service request, the electronic mail comprising a link to the web based approval system; and

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selecting one of approval or denial of the second request from the web based approval system.

14. (Currently amended) The method of entering a service request as defined in claim 13 wherein creating a case for each of the first and second service requests further comprises creating a case for the second service request in the help-desk software system only if the second service request is approved in the selecting step.

15. (Currently amended) The method of entering a service request as defined in claim 9 wherein the accessing a predefined list of available services, choosing a first service request and choosing a second service request further comprises:  
viewing at least a portion of the predefined list of available services;  
interactively selecting and holding the first and second service requests in an online shopping cart; and thereafter  
submitting the selected first and second service requests.

16. (Currently amended) A method of entering computer related service requests in a help-desk software case tracking system comprising:  
selecting a computer related service request from a list of available service requests, the selecting in an online shopping cart format;  
seeking approval for the computer related service request electronically;  
and  
creating a tracking entry in the help-desk software for the selected computer related service if the computer related service is approved.

17. (Currently amended) The method of entering computer related service requests in a help-desk software case tracking system as defined in claim 16 wherein seeking approval for the computer related service request electronically further comprises:

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notifying a person responsible for approval of the computer related service request that an approval is required by an electronic mail message; and

selecting one of approval or denial of the computer related service request by way of a web based interface.

18. (Currently amended) The method of ~~entering computer related service requests in a help desk software case tracking system as defined in claim 16~~ wherein creating a tracking entry in the help-desk software for the selected computer related service if the computer related service is approved further comprises creating the tracking entry without human assistance.